

## JOB DESCRIPTION

### LIBRARIAN

#### LIBRARIES & INFORMATION SERVICES



NEWPORT NEWS, VA  
CITY OF OPPORTUNITY

Human Resources Department  
700 Town Center Drive, Suite 200  
Newport News, VA 23606  
Phone: (757) 926-1800  
Fax: (757) 926-1825

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### **GENERAL STATEMENT OF RESPONSIBILITIES**

Under limited supervision, this position is responsible for performing advanced professional work in a variety of areas to include developing, planning, and delivering programming and outreach services; reference; family and youth services or adult services; provision of reference services; collection development; conservation and preservation of library resources; supervision of staff; and facility management. Reports to the Library Manager.

There are three (3) levels of Librarian distinguished by the level of work performed and the level of experience of the employee.

### **ESSENTIAL JOB FUNCTIONS**

Designs, plans and implements programs and outreach services that best reflect the demographics, cultural diversity, and special needs of the community. Manages program budgets; compiles statistics; prepares reports and keeps records of activities. Evaluates library programs and outreach events for relevancy and impact to encourage lifelong learning, community connection, and greater use of the library. Evaluates library programs and outreach events for effectiveness to determine efficient use of library resources.

Provides excellent customer service by assisting with the operation of computers, digital equipment, software, resumes and online job applications; answers in-depth and ready reference inquiries; and assists patrons with research.

Performs collection development duties which includes evaluating current material and subject matter items, developing selecting recommendations based on community needs and interests, and discarding items based on use and condition. Serves on the Collection Development Team and works with the Support Services Manager to maintain the currency and relevancy of the library's print and digital collection.

Responsible for the effective supervision of assigned staff including prioritizing and assigning work, performance management, employee relations, and related activities.

Assists with library facility management; conducts opening and closing financial and building procedures; and monitors building security. Facilitates individual and group use of meeting rooms and other library spaces to support the library as a center of community life and activities. Understands and explains library policies and procedures to patrons in order to resolve complaints and conflicts and achieve mutually agreeable resolutions.

Participates in various library committees.

Performs other duties as assigned.

### **PERFORMANCE STANDARD**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

### **REQUIRED KNOWLEDGE**

- Customer Service - Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of patron satisfaction.
- Community Engagement – Knowledge of service area community demographics and needs. This includes developing working relationships with community partners and working collaboratively to affect positive impact through library programs and services.
- Library Administration - Thorough knowledge of the principles, methods and practices of library science. Knowledge of library related database systems and networks to include automated circulation systems, on-line bibliographic retrieval services and cataloging services.
- Supervision - Knowledge of supervisory techniques, principles and procedures to assign work, schedule, supervise, train and evaluate the work of assigned staff. Knowledge of personnel recruitment, selection, and the use of personnel information systems.

### **REQUIRED SKILLS**

- Computer Skills – Utilizes a personal computer to enter and retrieve information, as well as library software to effectively complete a variety of tasks with reasonable speed and accuracy.
- Judgment/Decision Making – Evaluates the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Time Management – Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Implements work activities in accordance with priorities and estimated schedules.

### **REQUIRED ABILITIES**

- Communication – Ability to effectively communicate ideas and proposals verbally and in writing, to include the preparation of detailed reports which include numerical information and statistics. Ability to handle a variety of patron issues with tact and diplomacy and in a confidential manner. Ability to listen and understand information and ideas being presented verbally and in writing.
- Interpersonal Relationships – Develops and maintains cooperative and professional relationships with library patrons, employees and all levels of management. Tactfully and effectively handles requests, suggestions and complaints from patrons and other departments.
- Coordination of Work - Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine. Ability to establish priorities for the

completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibility over others.

## **EDUCATION AND EXPERIENCE**

**Librarian I** - Requires a Master in Library Science from an accredited American Library Association (ALA) library school or an equivalent combination of education and experience.

**Librarian II** - Requires a Master in Library Science from an accredited ALA library school and 1-2 years' experience as a professional librarian with some lead or supervisory experience or an equivalent combination of education and experience.

**Senior Librarian** - Requires a Master's Degree in Library Science from an accredited ALA library school, 3-5 years' experience as a professional librarian, and 1-2 years of supervisory experience or an equivalent combination of education and experience.

## **ADDITIONAL REQUIREMENTS**

An acceptable general background check to include a local and state criminal history check and an acceptable sex offender registry check. Requires a valid driver's license with an acceptable driving record.

## **PHYSICAL REQUIREMENTS**

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

## **SENSORY REQUIREMENTS**

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

## **ENVIRONMENTAL EXPOSURES**

Essential functions are regularly performed without exposure to adverse environmental conditions.